



## Walgreens Speciality Pharmacy: Individualized Care. Dependable Support.

**Patients with chronic health conditions require specialized care. That's why Catalyst Rx, your pharmacy benefit manager, offers members the expertise of Walgreens Specialty Pharmacy, a leading national provider of specialty medications and therapy management services. Walgreens Specialty Pharmacy provides personalized and dependable support for a variety of complex health conditions.**

### What Are Specialty Drugs?

Specialty medications are different from traditional pharmacy medications as they are used to treat chronic (long-term), life-threatening or rare diseases. These medications are developed from both living organisms and chemicals. They work to slow down or reduce the damage caused by the condition, rather than simply treating the symptoms.

Additionally, specialty medications may:

- Be given by infusion (intravenously), injection or taken orally.
- Cost more than traditional medications.
- Have special storage and handling requirements.
- Need to be taken on a very strict schedule.
- Have support programs and services available to help patients receive the most benefit from their medication.

Here are some of the complex health conditions that may require specialty medication:

- Crohn's disease
- Infertility
- Growth hormone disorder
- Hemophilia
- Multiple sclerosis
- Psoriasis
- Rheumatoid arthritis
- Viral hepatitis

### Individualized Care for Patients

Walgreens Specialty Pharmacy offers you personalized care from an experienced Care Team of pharmacists and nurses trained in complex health conditions and the latest medication therapies. You also receive a wide range of support services.

### **Proactive Approach to Medication Adherence**

It's extremely important to take your medications exactly as prescribed by your doctor. Walgreens Specialty Pharmacy goes to great lengths to help you avoid missing even a single dose. When you are due for a refill, a member of their Care Team will call and remind you. If they initially are unable to reach you, several follow-up attempts will be made—calls and/or a letter—to help ensure that you have your medication and don't run out. They will even contact your prescriber, if necessary. They also contact you to coordinate delivery and confirm receipt of your medication.

### **Confidential Counseling and Side-Effect Management**

Feel free to call the Care Team anytime if you have medication questions. They are always ready to assist you, 24/7, with toll-free access to our dedicated telephone, fax and TTY lines.

### **Help in Avoiding Potential Medication Interactions**

Because the Walgreens Specialty Pharmacy Customer Care Center is electronically linked to all Walgreens retail pharmacies, as well as to Walgreens Mail Service, you can be sure the medications you take will be thoroughly screened for potential interactions.

### **Useful Health Information**

From the educational materials mailed to you about your health condition to the information available through [WalgreensHealth.com](http://WalgreensHealth.com), Walgreens Specialty Pharmacy provides the tools you need to meet the daily challenges you face.

### **How To Get Your Medications**

Your doctor can call in your prescription to the Walgreens Specialty Pharmacy Customer Care Center toll free at 1-888-347-3416 or fax it to 1-877-231-8302. You can have it delivered to your home, work, doctor's office, or almost anywhere you choose (as your insurance coverage allows). All of these services are available to you at no charge through Walgreens Specialty Pharmacy.

### **Specialty Prior Authorization**

Before certain medications—such as those for Crohn's disease, growth hormone disorder, psoriasis, and rheumatoid arthritis—can be dispensed, they may require prior authorization or approval by your pharmacy benefit plan. Please contact our Clinical Call Center toll free at 1-877-665-6609 to find out if your medication requires prior authorization. Approved authorizations generally last a year, but this can vary depending on the medication and the patient.

**For more information, call our Customer Care Center at the telephone number on the back of your member identification (ID) card.**